

Unit 1

AMBULANCE SERVICE

A. Warm-up

Ambulances, driving at a high speed, flashing their signals, are so frequently heard and seen on our roads and in the streets of our towns that they have become an inseparable element of our life.

Working in pairs or threes try to answer the questions which follow:

1. How would you explain the need for ambulance service?
 2. In what cases should an ambulance be called for?
 3. What professional qualifications and personality features should ambulance crew have?
 4. How should an ambulance be equipped?
 5. What factors are responsible for the efficiency and effectiveness of ambulance service?
 6. What are the roles of the 911 telephone operator, the ambulance call taker, the dispatcher?
- Compare your answers and sum up the information/opinions collected in your group.

Vocabulary

expedient wskazany, celowy,
stosowny
pertinent stosowny
deploy rozlokować, wdrożyć,
skierować
'first come first served' zasada:
„pierwsze zgłoszenie ma
pierwszeństwo”
dispatcher dyspozytor

- Imagine that you are about to begin serving on an emergency ambulance, what questions would you ask its crew to gain direct job-related knowledge, advice, tips?
- Compare the questions, imagine what answers you might get and discuss them.

B. Reading

Task 1

Read the passage and answer the questions.

Emergencies are accidents and diseases with a sudden onset which require immediate medical assistance and intervention, the life and health of the affected person often being dependent on how fast and how expedient the assistance is.

When 999 (or 911) is dialled, usually in the event of an accident or illness, the telephone operator asks the caller which emergency service is required, the telephone number and name of the caller as well as the condition of the victim(s) is (are) in. The call is immediately passed to the pertinent services, including the accident and emergency control centre.

Central Ambulance Control must ensure that resources (medical staff and vehicles) are deployed effectively and efficiently. The ambulance call taker must ask the callers the right questions to ascertain the severity of the illness/accident and to prioritise calls. The point is to ensure that patients are treated according to clinical need and not on the 'first come first served' basis. For instance, the dispatcher will not only dispatch the nearest ambulance to the incident but may divert an ambulance on its way to a non-life-threatening case to a life-threatening one. The role of the call taker and the dispatcher are thus critical to the effectiveness and efficiency of the system. It is the call taker that guides the caller through a series of questions about the patient's condition and/or the nature of the incident and passes vital information on the dispatcher. It is also the call taker who should

be able to relay specific medical instructions to the caller until the ambulance crew arrive in emergencies so serious that something has to be done to the victim with no delay. The role of the dispatcher is to assess the severity of the case and deploy appropriate ambulance resources to the incident almost instantaneously. All calls to the Ambulance Control are recorded.

1. What are emergencies?
2. What information should a caller provide dialling 911? Explain why.
3. What does the 'prioritising' of calls refer to? Why is it necessary?
4. Is the role of the call taker and the dispatcher limited to answering emergency calls?
5. Why are calls to the Ambulance Control recorded? What do you think?
6. What are the questions a call taker or dispatcher should ask a 911 caller?

C. Listening

Task 2

Listen and complete the dialogues between the caller (C) and the call taker (CT).

Dialogue 1

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C: There's been a car accident. Please, send an ambulance.

CT: What's you are calling from?

C: It's my mobile,

CT: What's of the accident?

C: It's just outside my house, 24 Green Street.

CT: How many

C: One, a woman hit by the car.

CT: What's her

C: She's lying crumpled on one side, not moving. There's a lot of around.

CT: Don't her. I'm an ambulance.
(the call taker reports to the dispatcher)

CT: An in 24 Green Street. A
hit by a car,, not moving.

Dialogue 2

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C: You must send an ambulance. My sister's dying. Hurry, please!

CT:, please. What's your name?

C: Amy Greyhound.

CT:

C: 142, Liverpool Avenue. When are you coming?

CT: First things first.?

C: 679 25 75.

CT: with your sister?

C: She can't breathe. She's very pale and she seems to be in some kind of a seizure.

CT: your questions?

C: No. But she's not fainted.

CT: any chronic diseases?

C: No.

CT:

C: 46. Are you going to help me? She's not getting better.

CT: The ambulance to your place.

Task 3

Recap and pass the information on the victim to the dispatcher.

D. Speaking

Task 4

In groups discuss what assistance and how urgently the victim needs.

E. Reading and Vocabulary Practice

Task 5

Complete the text with the words from the box and answer the questions.

apply • wait • alert • carry • perform • transport • provide • get • maintain • delivery • arrival • disposal • lying • sitting • keeping • monitoring • trained • equipped • staffed • distant • low • poor • urgent • limited

The ambulance resources the dispatcher has at his/her may include: an accident and emergency ambulance, motorcycle, air ambulance, rapid response vehicle, first responder and urgent transfer vehicles.

An accident and emergency ambulance (AEA) is normally with a paramedic and a technician crew. It should be fully to deal with most circumstances as well as transport patients either or down on a stretcher.

A motorcycle has the benefits of rapid on the scene of an emergency and speedy of advanced life support techniques.

Vocabulary

equip wyposażać
rapid response vehicle karetka
specjalistyczna (S)
urgent transfer vehicle karetka
podstawowa (P)

An air ambulance is the transport of choice when the incident is and life-threatening, its location or with or no road access.

A rapid response vehicle (RRV) is normally staffed with a single paramedic or technician. The point is that this vehicle can to the scene of an emergency quickly, patient assessment and advanced life support techniques. In case of minor injuries, the RRV can even the patient to the nearest emergency department. Otherwise, it may have to for back up from an accident and emergency ambulance or urgent transfer vehicle.

An urgent transfer vehicle (UTV) transports patients who have diagnostic or requirements. It is usually staffed by a technician and an ambulance care assistant who have been in patient transport and emergency ambulance care. UTVs have the capacity to a minimum of one stretcher case. They are equipped and prepared to transport urgent patients assessed as risk by other health professionals and to other non-emergency work as well as normal planned patient transport work.

As a rule, the ambulance crew the receiving accident to emergency hospital department and the patient's condition and sometimes even a dialogue with them them informed of changes to the patient's condition.

1. Which vehicle(s) can deal with most circumstances and also transport victims?
2. What advantage(s) does a motorcycle have over other emergency vehicles and when is it used?
3. What vehicle is used when there is no road access, the site of the emergency is distant and the victim requires immediate medical assistance?
4. Which emergency vehicle is staffed with one person only and when is it used?
5. What is a UTV?

Follow-up

Task 6

Prepare a plan for a mini-presentation on emergency vehicles which can be sent to the scene of an accident or an emergency, giving examples of specific situations in which they may be used. The presentation is to be addressed to dispatchers responsible for deploying the vehicles.

F. More Vocabulary Work

Task 7

Emergency Medical Services (EMS) providers must have the appropriate equipment and supplies to ensure and optimise pre-hospital delivery of care. The aim of this care is to minimize further systemic injury and manage life-threatening conditions. The adequacy and high quality of this care depends on the observance of emergency care protocols by appropriately trained basic and advanced emergency medical personnel using appropriate supplies and equipment. Supplies and equipment requirements and recommendations will vary, depending on the level of care to be provided as well as other factors.

Task 8

Get acquainted with the list of emergency ambulance equipment.

Basic Life Support (BLS) Ambulance equipment

Ventilation and Airway Equipment

- portable and fixed suction apparatus
- portable oxygen apparatus, capable of metered flow with adequate tubing
- portable and fixed oxygen supply equipment
- oxygen administration equipment

Vocabulary

suction apparatus urządzenie ssące/ssak
metered flow dozowany/
mierzony dopływ
resuscitator worek samoroz-
prężalny
probe sonda
pulse oximeter pulsoksymetr
cervical collar kołnierz do
unieruchomienia kręgosłupa
szyjnego
safety pin agrafka
tourniquet staza

- bag-valve mask (manual resuscitator)
- airways (nasopharyngeal and oropharyngeal)
- pulse oximeter with paediatric and adult probes

Monitoring and Defibrillation

- an automated external defibrillator (AED) provided with child-sized pads and cables

Immobilization Devices

- cervical collars of different sizes
- head immobilization device providing firm padding
- lower extremity traction devices, limb-support slings, padded supports
- upper and lower extremity immobilization devices
- impervious boards, long and short, preferably radiolucent

Bandages

- sterile burn sheets
- triangular bandages with safety pins
- dressings
- gauze rolls of various sizes
- occlusive dressings
- adhesive tape of various sizes
- arterial tourniquet

Communication Devices

Obstetrical Kit

Miscellaneous Devices

- sphygmomanometer
- stethoscope
- thermometer
- scissors
- cold packs
- sterile saline solution
- blankets
- sheets
- towels
- triage tags
- disposable emesis bags or basins
- disposable bedpans and urinals
- folding stretcher
- stair chair or carry chair
- water soluble lubricating jelly
- patient care charts or forms

Infection Control Devices

eyes, face, body, respiration protection devices, gloves, shoes, disposable trash bags

Injury Prevention Devices

helmets, reflective safety wear, traffic signalling devices, fire extinguisher

Task 9

Which of the items listed above would you need:

1. to monitor a patient with cardiac arrest?
2. to immobilize a victim with a suspected cervical spine injury?
3. to determine the amount of oxygen in the patient's blood?
4. to improve impaired airway ventilation?
5. to supply a metered flow of oxygen to the patient?
6. perform manual resuscitation?
7. to immobilize a limb?
8. to prevent or correct obstruction of a respiratory passage?
9. to prevent further injury to the vertebral column?
10. to secure a wound?

Task 10

Answer the questions.

1. In what emergency situations, to help what victims, will you need the ventilation and airway equipment?
2. Why is it important for the equipment to be portable?
3. When is the monitoring and defibrillation equipment a life-saving device?
4. Why is there such a variety of immobilization devices?
5. When do paramedics need bandages, dressings, etc.? In what kinds of injuries?

6. Why must an emergency vehicle be equipped with a communication device? What can it be?
7. When can an obstetrical kit prove of use?
8. When should a paramedic think of making use of infection and/or injury prevention devices – before or after taking care of a victim(s)? Why?

Vocabulary in Action

Task 11

Working in pairs or threes prepare 5 detailed questions about ambulance equipment. Exchange the lists and answer the questions or address them to other groups.

Example:

In what situation(s) may you need cold packs?

What equipment (devices, materials) will you need/will prove useful when you have a victim with a severe burn?

More Vocabulary Work

Advanced Life Support (ALS) Ambulance equipment:

Airway and Ventilation Equipment

- laryngoscope handle (extra batteries and bulbs) and laryngoscope
- blades, of different sizes, straight and curved
- endotracheal tubes, of different sizes, cuffed and uncuffed
- meconium aspirator adaptor
- 10-ml non-Luerlock syringes
- Stylettes for endotracheal tubes, adult and paediatric
- Magill (Rovenstein) forceps, adult and paediatric

- water soluble lubricating jelly
- end-tidal CO₂ detection capability, colorimetric or quantitative capnometry

Vascular Access

- crystalloid solutions, such as Ringer's lactate or normal saline, in bags
- antiseptic solution, preferably alcohol or povidone-iodine wipes
- IV pole or roof hook
- intravenous catheters 14G-24G
- intraosseous needles
- venous tourniquet, rubber bands
- disposable syringes of various sizes
- disposable needles of various sizes
- intravenous administration sets (microdrip and macrodrip)
- intravenous arm boards, adult and paediatric

Cardiac

- portable, battery-operated monitor/defibrillator
- transcutaneous cardiac pacemaker, with paediatric pads and cables

Other Advanced Equipment

- nebulizer
- glucometer or blood glucose measuring device
- large bore needle

In addition, the ambulance should be provided with medications (preferably in pre-loaded syringes) which can be applied by ambulance crew in life-threatening conditions.

Task 12

Match the terms with their definitions.

- | | |
|--------------|---|
| 1. aspirator | a. an apparatus for producing a fine spray or mist |
| 2. wipe | b. equipment for instilling a liquid slowly, drop by drop |

- | | |
|----------------------|--|
| 3. board | c. an electrical device which can substitute the beating of the heart |
| 4. catheter | d. a flat, long piece of firm substance |
| 5. nebulizer | e. any constrictor used on an extremity to apply pressure over an artery and thus control the bleeding |
| 6. pacemaker | f. a needle which is meant to be used only once |
| 7. forceps | g. a tube passed through the body for evacuating fluids from body cavities |
| 8. drip | h. a small, wet cloth used a single time for cleaning sth |
| 9. disposable needle | i. pincers for holding, seizing or extracting |
| 10. tourniquet | j. an instrument for evacuating fluid contents of a cavity |

Task 13

Complete the sentences with English equivalents of the Polish phrases.

- are accidents and diseases with which require (nagle przypadki; nagły początek choroby; natychmiastowa pomoc i interwencja medyczna)
- The may even divert an ambulance on its way from to (dyspozytor; przypadek niezagrożający życiu; przypadek zagrożający życiu)
- The role of the dispatcher is to and almost instantaneously. (ocenić ciężkość przypadku; skierować odpowiednią karetkę na miejsce zdarzenia)
- An is used to transport patients (karetka podstawowa; nie wymagających inwazyjnej diagnostyki i intensywnego nadzoru).

- A is deployed It can provide and apply (karetka specjalistyczna; w sytuacji bezpośredniego zagrożenia życia; ocena pacjenta; zaawansowane techniki ratujące życie)
- Immobilization devices include: and (deska ortopedyczna, stabilizator głowy, kołnierz ortopedyczny, wyciąg, temblak i szynę)
- In order to ventilate a casualty medical rescuers are equipped with (przenośny lub stały ssak; rezerwuar tlenu z dozowanym przepływem i odpowiednimi rurkami; worek samorozprężalny; maska tlenowa i wąsy tlenowe)
- to ensure that all and in good working order. (sprawdź karetkę na początku każdego dyżuru; sprzęt jest dostępny)
- Many casualties should be with considerate care and safety. (załadować i wyładować do/ z karetki na noszach lub krzesła kardiologicznym)
- The may be called on to (zespół reanimacyjny; wykonać następujące czynności ratujące życie/ratunkowe): suctioning the victim, and or (dostarczenie oddechów ratunkowych; wysokiej jakości ratunkowe uciski klatki; dotchawiczna intubacja)